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| 4/29/2021 20:40 | Appaloosa | Hours of Operation | <p>Dear Management,</p> <p>It is time to open your libraries again to the public. Across the state and nation businesses are open and have been for a while. I honestly cannot think of a business that is not open to the public. You cannot play the safety card after looking at any of our local data so I am at a loss to understand why you aren't open. I know tax receipts are doing just fine so it can't be a financial reason either.</p> <p>More importantly, summer is coming and school will soon be out. My daughters want to go to our local library to browse books and engage in summer reading. Even public schools have been open. We lost last summer so please don't make us lose another.</p> <p>It is a dramatically different experience being inside the library and around books relative to searching for titles online. You built a beautiful building and clearly saw the need for the location by our house, please give our community back the asset that we all love and miss.</p> <p>Thank you for your time,<br/>Damon Miller</p> |  | Kira left message with patron |
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| 4/21/2021 11:26 | Appaloosa | Programs/Events  | <p>I suggest that reminder emails for online events contain a link to get to the meeting in Teams. Going into the library's calendar to find the link is cumbersome. There's no directions on how to connect to the meeting. There should be better instructions made clearly available to us. Multiple places should have instructions so it's easy to find.</p> <p>Also, the link to cancel registrations isn't working. It opens up to the page that has classes from 2019 and doesn't have a way to cancel a class.</p> <p>It's best to call me back first thing in the morning. If you leave me a message with some times you're available to talk, that would be best.</p> | Riley, Erin | Staff left a message  |
| 4/3/2021 18:58  | Appaloosa | Customer Service | <p>Hi,</p> <p>Today, I would like to report an incident that left me feeling Harassed. Please contact the clerk who was placed outside to address members as they entered the library. I was told she is the manager, her name is Skye (sp). I would like to know what triggered her response to me.</p>   |             | Kira followed up with Patron  |
| 4/2/2021 11:10  | Appaloosa | update card      | I've been trying for more than a week to update my library card. Please let me know how other than on the phone as that has not been successful. Thank you   | Larsen, Sky | Due to a glitch in our notification system, we were not aware that this patron was waiting for a reply. Since she had been waiting, I called her so we could renew her card right away. I renewed her card today and also shared information about how to register for Pony Express @ Appaloosa. (Sky Larsen) |

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| 4/29/2021 18:39 | Arabian      | Hours of Operation | My kids and I would really like to be able to get back in to our favorite library location...it makes such a big difference to be able to browse and pick out books rather than order them online. With all businesses reopened and allowed to function at full capacity, the library should follow suit. We miss the library! | Aikin, Louisa  |  |
| 4/22/2021 15:06 | Arabian      | opening soon?      | When will the Arabian Library open?  | Carrico, Mandy |  |
| 4/7/2021 16:35  | Arabian      | Hours of Operation | Suggestion being submitted by Sky Larsen on behalf of a patron comment:<br><br>"I am making a formal request to the Head Librarian that you bring this service (Pony Express) to Arabian Library"  |                |  |
| 4/6/2021 15:52  | Arabian      | Customer Service   | When are you reopening? The Library is a great resource. Great for kids. Young children are missing out on the library experience. My grandson learned about magnetism from the Arabian Library building itself. Where magnets can be placed on parts of the wall and stick vs. carpet or glass. And they don't stick.         | Aikin, Louisa  | Noted, with appreciation for the clever use of the library building! |
| 4/6/2021 15:42  | Arabian      | Customer Service   | I miss coming into the library. I love the atmosphere, browsing the collection and finding an old "friend" on the shelf, talking books with staff. Arabian is my neighborhood library.   | Aikin, Louisa  | Noted, with thanks, for the kind comments                            |
| 4/19/2021 14:00 | Civic Center | Atmosphere         | Submitted on yellow comment card at Civic Center Library 4.17.21:<br><br>This place is amazing, well kept and obviously cared for. It is truly an inspiration to an adult who spent his childhood in libraries.  | Jones, Erin    | Noted with pleasure  |

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| 4/19/2021 13:53 | Civic Center | Atmosphere       | Submitted on yellow comment card at Civic Center Library 4.17.21:<br>You put the mask on a year ago with the Governor proclaimed a health emergency. A few weeks ago the same Governor announced at a press conference that the emergency is now over! But, you fools are still wearing masks! If you kiss my ass, I'll tell you why....<br>In Asia, in 2003, they put the masks on, and never took them off!! The same totalitarian [practice] is occurring in the USA now!! (You're very trashy folks.) | Jones, Erin | Thank you for supporting your local public library and have a great day!  |
| 4/12/2021 13:57 | Civic Center | Customer Service | You don't have any buttons to press to talk to a real person!<br>I don't know my password- I only have a bar code!  | Jones, Erin | Called patron and left a message with how to speak to a member of staff by calling 312-READ and pressing "0" as directed on the message.<br>Encouraged patron to call me back directly or call 312-READ again to receive assistance with re-setting account password. |

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| 4/12/2021 11:46 | Civic Center | Customer Service | Submitted 4.10.21 on yellow comment card at Civic Center Library:<br>Alexis always helps me in Knowasis. This is a big change when I ask where a genre or book is in the normal library.  | Jones, Erin | Noted. Patron did not request follow up. Patron seems to be praising Alexis for her help and acknowledging that for many teen patrons, finding materials and asking for staff assistance with materials in the Main Reading Room can feel intimidating so the presence of helpful Youth/Teen Services staff as they bridge into more adult materials is helpful. |
| 4/10/2021 13:28 | Civic Center | Customer Service | After a year away from the library due to the pandemic, I recently utilized the curbside pick of a few occasions and the librarian(s) that answered the phone and delivered my books to the cart were kind, caring, and offered kids' craft and mystery book pack. Very impressive service. Thank you!! | Jones, Erin | Noted. Patron did not provide contact information.   |
| 4/1/2021 11:13  | Civic Center | Customer Service | Submitted on yellow patron comment card at Civic Center Library 3/27/21:<br>Love you guys (so patient with those of us who are "computer stupid"! Big smiley face.  | Jones, Erin | Noted with pleasure and shared with Civic Center Library staff. Patron did not request follow up.  |
| 4/1/2021 11:11  | Civic Center | Atmosphere       | Submitted on yellow comment card at Civic Center Library 3.27.21:<br>Please continue to make people wear masks!   | Jones, Erin | Patron did not request follow up. We continue to follow mask guidelines as communicated by City Management.  |

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| 4/1/2021 10:48  | Civic Center | Customer Service | Submitted on yellow comment card at Civic Center Library on 3.21.21:<br>Thank you for being open during COVID. The library is clean and set up for social distancing. I also appreciate the office supplies near the copier. You thought of everything! Staff is friendly and helpful! | Jones, Erin   | Noted with pleasure and shared with Civic Center Library staff. Patron did not request follow up.  |
| 4/1/2021 10:45  | Civic Center | Customer Service | Submitted on yellow comment card at Civic Center Library 3.17.21:<br>Have not been here in a long time but Matt was very kind and helpful. Thank you again.  | Jones, Ernest | Noted with pleasure and shared with staff member and his supervisor. Patron did not request follow up.   |
| 4/1/2021 10:43  | Civic Center | Customer Service | Submitted on yellow comment card at Civic Center Library 3/17/21:<br>Love this site. Everyone is always helpful, polite, and courteous. Thank you. What a great team!!   | Jones, Erin   | Noted with pleasure and shared with staff. Patron did not request follow up.   |
| 4/1/2021 10:36  | Civic Center | Customer Service | Submitted on yellow comment card at Civic Center Library 3/16/21:<br>I needed help printing some information from the computer and Colleen went out of her way to help me. I'm not techy and I could never have done it without her help. She is a great lady and a great employee.    | Jones, Erin   | Phoned patron and left message thanking him for his positive feedback about library staff. Shared comment with staff member and her direct supervisor. |
| 4/12/2021 10:20 | Mustang      | Policies         | Library hours remain reduced which is not necessary. For curbside pick-up you are limited to 16 books. However you can check out up to 30 books in the library. There needs to be the same limit on curbside pick up if you can't enter and library and get books.                     |               | Called patron and left message.  |

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| 4/5/2021 10:54 | Overdrive<br>Magazines | Library/<br>Online<br>Materials | <p>Hello Scottsdale Public Library,</p> <p>I am having an impossible time reading online magazines through Overdrive's phoenix.overdrive.com portal.</p> <p>There are several issues, one of which is the fonts are ILLEGIBLE! (for example, Wine Spectator Magazine)</p> <p>Thank you for contacting me so I can send details.</p> | Ronnberg,<br>Bethany | <p>Thank you for contacting the Scottsdale Public Library. We are proud to offer ebooks, audiobooks, music, movies, Acorn TV, magazines, newspapers and kid's ebooks all available with just your library card. Overdrive, the vendor for Greater Phoenix Digital Library, purchased RBDigital last year and moved all their e-magazine content to their own platform. Some of the e-magazines have text re-sizing and others rely only on the Zoom feature for reading text. Unfortunately, Wine Spectator as a publication did not opt in for text re-sizing when streaming or downloading the digital version. Zooming in and out of the page is the only option offered. I am sorry for the inconvenience and hope it is ok with you for me to send this issue as feedback for Overdrive</p> |
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| 4/19/2021 15:15 | why no newslerrs from Morning Star | online Morning Star newslerrers | Why was Morning Star newsletters stopped |  | Our Morningstar subscription is online only, and it is a limited library plan that does not include newsletters. We evaluate our online services annually and whenever budget allows, expand services. Your interest in additional features of Morningstar will be considered as we value patron feedback. We apologize for the inconvenience. |
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